

Computer User Support Specialists (15-1151)

Occupation description: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Excludes "Network and Computer Systems Administrators" (15-1142).

Employment and Job Openings

	Average employment			Average annual openings		
	2010 estimate	2020 projection	Percent change	Growth	Replacement	Total
Alaska	1,239	1,363	10.0	12	33	45
United States	n/a	n/a	n/a	n/a	n/a	n/a

Job outlook

Alaska: Alaska's employment growth is moderate with very high employment opportunities. [Read more.](#)

2013 Wages ?

	Mean Wage and 95% Confidence Interval			Wage by Percentile		
	Low	Mean	High	10th	Median	90th
United States	n/a	24.26	n/a	13.36	22.41	37.70
Alaska	24.48	25.90	27.32	16.98	24.79	37.24
Anchorage/Mat-Su Area (MSA)	23.27	25.36	27.45	16.05	23.45	38.01
Fairbanks North Star Borough (MSA)	25.77	27.67	29.57	18.08	27.85	39.56
Southeast Region	23.09	25.27	27.45	17.35	25.21	33.32
Balance of State	26.27	27.40	28.53	19.85	26.72	35.95

Labor Force Indicators

2012 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
1,117	74	6.6	32.4	23.0

2012 Potential Supply

Qualified but working in another occupation	279
Currently employed in a lower paid occupation	69
UI claimants previously working in occupation	64

2012 ALEXsys Employment Data

Number of registrants	1,121
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Number of job position postings	435
Ratio of registrants to job position postings	2.6

Typical Entry-level Education, Experience, and/or On-the-job Training

Education: Some college, no degree

Work experience: None

On-the-job training: Moderate-term on-the-job training

Training Resources

	Degree
Ilisagvik College	
Information Technology Support Specialist I	Certificate
Information Technology Support Specialist II	Certificate
North Star Computing	
CompTIA A+ Certification Prep	Certificate
WinCertification	
Installation of Windows 7 (MCP/MCITP)	
Microsoft: Installation of Windows 7 (internet)	

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